User's Guide

C-Series

C-Series User's Guide

Version 3.5

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Bottomline Technologies

Internet: www.bottomline.com

Corporate Headquarters

325 Corporate Drive
Portsmouth, NH 03801 USA
Telephone: (800) 472 1321, (603) 436 0700
Fax: (603) 436 0300
Email: info@bottomline.com

Europe, Middle East, Africa

115 Chatham Street
Reading, Berkshire, RG1 7JX UK
Telephone: +44 118 925 8250
Fax: +44 118 956 9990
Email: emea-info@bottomline.com

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Preface

C-Series Documentation

The C-Series documentation comprises:

- Online help

  Help is available for users of the C-Series client application.

  To display the help, click the help link in the sidebar of an application C-Series page.

- *System Requirements*

  This lists the hardware and software requirements for installing C-Series software.

- *Implementation Guide*

  This describes how to install and configure C-Series software.

- *What's New in Admin*

  This describes changes that have been made to the admin web site and that are not documented elsewhere.

- *User's Guide*

  This describes how to use the C-Series client application to create and process payment data.

Contacting Bottomline Technologies

This section provides contact information for Technical Services, Training, and Documentation.

Technical Services

If you have questions about a Bottomline product and are unable to find the answers in the product documentation, contact Technical Services (www.bottomline.com/customer_support/index.html).

USA (Portsmouth, NH)
- Web: portal.bottomline.com

- Telephone: +1 800 839 9029

Customer Technical Assistance Center (CTAC) is available Monday through Friday from 0830 to 2030 Eastern Time.

Europe (United Kingdom)
- E-mail: Emea-support@bottomline.com

- Telephone: 0870 081 8250 (+ 44 118 925 8250 if calling from outside the UK)

- Fax: 0870 081 8280 (+ 44 118 925 8280 if calling from outside the UK)

Technical Services is available from 0830 to 1730 Monday through Thursday and from 0830 to 1700 on Fridays.

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Bottomline Technologies offers training courses in many products. For information, contact your account representative.

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Bottomline Technologies is always interested in improving the quality of the product documentation. If you find errors or omissions in this documentation, or have suggestions on how to improve it, email your comments to documentation@bottomline.com. You can send comments anonymously or provide contact information so that we can contact you.

Conventions

The following table describes the conventions used in this guide.

This con-vention	Indicates
bold text	- Names of items in the user interface, such as menus, options, fields, tabs, or buttons. - Names of files to execute as part of a procedure.
italic text	- Items that vary according to the environment or situation. - References to other parts of the product documentation.
`code text`	- File names and paths. - Code examples. - Text of messages displayed on the computer screen. - Text you enter in a form or in a command window.
`italic code text`	- Variable parts of a file name or path. - Information that you enter in a form or in a command window where the actual text depends on particular circumstances.

This con-vention	Indicates
hyperlink	• Cross references to other parts of this guide. • Links to Web sites or email addresses.
root	The path to the folder, specified during installation, where the C-Series software is installed.

Chapter 1

Getting Started

This chapter describes how to access the C-Series options, how to get help, and how to change your password.

Logging On

> **Notes**
>
> - C-Series software is supported for use with Internet Explorer 7, 8, or 9.
>
> - It is not necessary to log on if your C-Series system is configured to use single sign-on and your C-Series administrator has added details of your Windows account or group to the system.
>
>   Under these conditions, the logon screen appears only when your session times out. When this happens, click **Go** to return to the page you were working on.

To log on:

1. Open Internet Explorer and browse to the URL provided by your Bottomline representative or your system administrator.

   > **Tip**
   > To save time, add this URL to your Internet Explorer favorites list.
   >
   > Alternatively, after you have started using the C-Series system, add the URL of the C-Series page you use most often, so that you go straight to that page when you log on.

2. Enter your **User group**, **Username**, and **Password**.

These details are available from your system administrator.
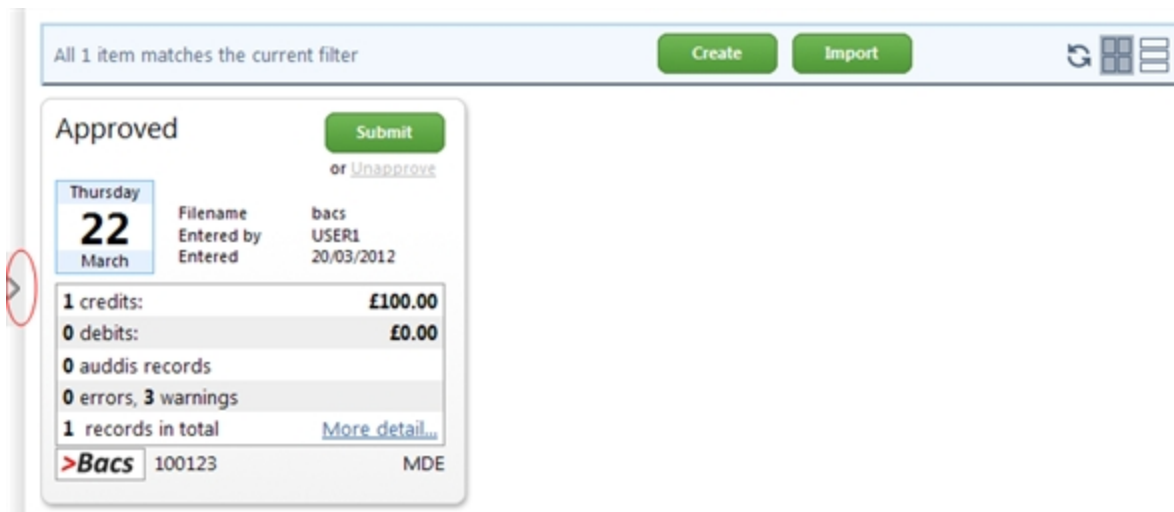
Your password is case-sensitive.

3. Click **Log on**.

Getting Help

To access the online help:

1. If necessary, display the sidebar by clicking the arrow on the left of the window.

2. In the sidebar, if necessary, click the **Help** item to expand the Help section.
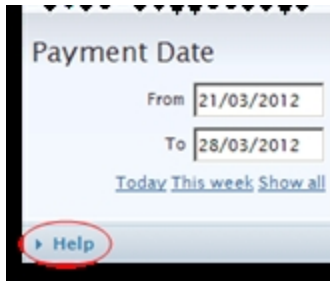
3. Click the **More help** link to open the help in a new window.
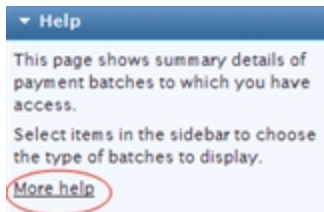
If the help is already open, the window is refreshed to display help for the C-Series view you have open.

Changing Your Password

Your password expires after a configured amount of time. When this happens, the Change password form opens after you log on.

To open the Change password form before your password expires:

- At the top right of the C-Series window, click **My Settings**, and then click **Change password**.
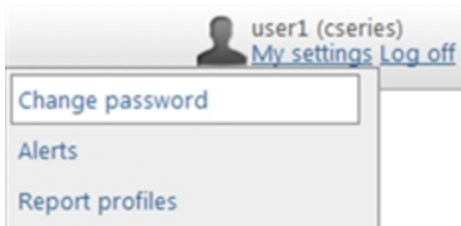
To change your password:

1. Enter your existing password.

2. Enter and confirm a new password, and then click **Save**.

> **Tip**
>
> Click **Cancel** to abandon the change.
>
> If your existing password is still valid, clicking **Cancel** redisplays the screen that was open before the Change password screen.
>
> If your existing password has expired, clicking **Cancel** returns you to the logon screen. When you log on again, you must change your password before you can use any other C-Series features.

Passwords must be no longer than 16 characters.

It is possible for a C-Series administrator to set rules that govern the complexity of passwords that you can use. These rules can specify:

-   The minimum length.

-   The minimum number of alphabetical characters that must be included.

-   The minimum number of uppercase and lowercase characters that must be included.

-   The minimum number of numbers that must be included.

-   Whether the password must begin with an alphabetical character.

-   The minimum number of special (non-alphanumeric) characters that must be included.

If you try to set a password that does not conform to the rules set for your system, a message tells you which rule the password contravenes.

> **Note**
>
> It is not necessary (or possible) to change your password if you do not have to enter your credentials when you connect to the C-Series web site.

Chapter 2

Using the Dashboard

By default, the dashboard opens when you log on to the C-Series system for the first time and after your Internet Explorer cache has been cleared. At other times, to go to the dashboard, click **Dashboard**.

The dashboard can display gadgets that show graphical representations of:

- The number of individual instructions input per day

- The number of payment batches in the system, categorized by service type

- The number of payment batches in the system, categorized by status

Click any segment of a chart to display the payments to which it refers in the **Payments** view.

To choose which gadgets to display, select or clear the appropriate boxes in the sidebar. Disabling the gadgets sometimes improves performance of the C-Series system.

To choose whether to display each gadget as a bar chart, a line chart, or a pie chart, select the appropriate option from the pull-down menu on the gadget.

Chapter 3

Workflow

Payment data moves through the C-Series system as follows:

1. Data entry

   Payment batches can be created in any of the following ways:

   - Manual entry

     The **Create** option in the **Payments** view enables suitably entitled users to enter payment data manually in order to create payment batches.

   - Manual import

     The **Import** option in the **Payments** view enables suitably entitled users to import individual payment data files. For more information, see *Importing Payment Data* on page 20

   - Automatic import

     The C-Series system can monitor a specified folder and import payment data files (usually created by an application such as SAP or Sage) when they are placed in the folder.

   For information about data entry, see *Data Entry* on page 20

   Once a batch has been created, it appears in the **Payments** view. See *The Payments View* on page 17

2. Approval

   To ensure the validity of payment instructions, the C-Series system requires approval of all batches of payment instructions before they can be prepared for release or transmission.

   At some sites, a batch of payment instructions must be approved by more than one user. This means that when you approve a batch, it is possible for it to be only partially approved. In such a case, the batch cannot be processed further until other users approve it.

   For more information, see *Approval* on page 30.

3. Preparation

   Once a payment batch has been fully approved, it can be prepared for transmission to the external payments service, release to a third-party application, or (in the case of cheque payments) for printing. This stage is often automatic, but it sometimes involves manual tasks such as creating Bacs bureau batches.

4. Transmission or Release

The payment batch is transmitted to the external service (such as the Bacs service) or formatted ready for transmission or release to a third party application or for printing.

5. Confirmation

When available from the external service, confirmation of the completion of the transaction is returned to the C-Series system.

Status

The status of a payment batch reflects the stage it has reached in the workflow process. This status is displayed on the batch details, and you can use status values to select which batches to display on the **Payments** view. The following table shows the main status values a batch can have.

Status	Description
Import in Process	The batch is in the process of being imported from a file.
Incomplete	The batch has been partially entered, and placed in suspension until it can be completed. The batch can be modified or deleted.
Entered	The batch has been successfully loaded or entered. The batch can be modified or deleted.
Rejected	The batch has been rejected during import or by the bank or payment service.
Incomplete Approval	The batch is awaiting final approvals and cannot be modified or deleted.
Approved	The batch has completed the approval process and is ready for release or transmission. The batch cannot be modified or deleted.
Approver Rejected	A user rejected the batch during the approval process. The batch can be modified or deleted.
Pre-Authorisation	The batch is in the process of being submitted to the Bacs service.
Submitting	The batch is being processed for release or transmission and cannot be modified or deleted.
Deleted	The batch has been deleted and cannot be modified or processed.
Released	The batch has been released or transmitted to the bank or payment service. The batch cannot be modified or deleted.
Processed	The batch of cheques is ready for browser-based printing.

Status	Description
Released to Printer	The batch of cheques has been released to a server-side printer.
Needs Repair	The batch contains errors that must be corrected before it can be released or transmitted.

Chapter 4

The Payments View

Most of the routine work involved with processing payments can be done from the **Payments** view. Here, you can view all the batches you are entitled to work with, and (subject to your entitlements) create or import new payment batches and work with existing ones.

Summary details of existing batches to which you have access are shown on this page. You can select the batches to display by filtering according to:

- **Stages**: The stage they have reached in the payment process, which determines their status.

  For more information, see *Status* on page 15

- **Applications**: Where applicable, the application used for processing them.

  Applications consist of a collection of settings associated with a particular type of payment. The settings specify static data such as bank account information as well as how to extract information from the input data.

  Separate applications can be created for different types of business payments, such as payroll and purchase ledger payments. In some organizations, different users are entitled to access different applications.

- **Services**: The payment service used for processing the payments, such as Bacs or cheques.

- **Payment Date**

The number of batches that match your selected filter criteria, and the total number of available batches are shown at the top of the work area.

The summary for each batch displays a button for the action most likely to be taken for a batch at its current stage (the primary action). For example, Bacs batches that have been approved have a **Submit** button. Less frequently-used options, such as to reject a batch, are available as links on the tile or grid row, or on the Payment details view, which opens when you click **More detail**.

Displaying Payment Batches

To view payment batches to which you have access:

1. Click the **Payments** tab.

2. In the sidebar, select the states, applications, services, and payment dates of batches you want to view.

The values available for you to select depend on your entitlements and on the batches that are available in the system.

Summary details of the batches that match your selection criteria are displayed in the work area.

You can view summary details either in:

- A series of tiles (tile view). Click ⊞ to view payment batches in tile view.

- Rows of a grid (grid view). Click ▤ to view payment batches in grid view.

3. To see the details of a batch, click the **More details** link in its summary (tile view) or the **View details** link in its row (grid view).

Sorting Payment Batches

Options in the sidebar enable you to specify the order in which batches are displayed in the **Payments** view.

To specify the sort order of displayed batches:

1. In the **Sort by** area, select the value to use for sorting.

2. Select **Descending** to sort in descending order, or leave this clear to sort in ascending order.

Customizing Grids

When you use the grid view, you can customize the grid to determine the columns that appear, the order in which they appear, and the order in which they display items. When you change the way in which information is displayed, the C-Series application remembers these changes and displays details in the same way the next time you open the view.

When the **Print** option is available next to the **Customize** option, printed output reflects any changes you have made to the displayed columns or to the sort order.

To specify the columns to appear:

1. At the bottom of the work area, click **Customize**.

2. In the Customize window, select the checkboxes next to the columns you want to display and clear those next to columns you want to hide.

3. Click **OK**.

To resize a column:

- Hover the mouse pointer over a border of the column until the cursor changes to a double-headed arrow and then drag the border to the required position.

To move a column:

- Click in the column heading and then drag it to the required position.

To change the order in which items are listed:

- Click the heading you want to use for sorting.

  The heading of the column used for sorting is displayed in italics.

  Click in the heading again to reverse the order in which the records are listed.

Chapter 5

Data Entry

This chapter describes how to import or enter payment data, and how to modify or delete existing data.

Once a batch of payment instructions has been created and, if necessary, modified, the next step is to approve the batch. For information about approving batches, see *Approving Instructions* on page 31.

Importing Payment Data

Many C-Series systems are configured to automatically import payment files that have been prepared by another system. When files are imported automatically, users who are entitled to approve the payments can see the data displayed as batches in the **Payments** view.

It is also possible to manually import payment data for submission to the Bacs or Faster Payments service.

To import a payment file:

1. In the Payments view, click **Import**.

2. Select the payment type to use to process the payments, and then click **Next**.

3. Select the **Application** to use to process the payments.

4. Click **Browse**, navigate to the file, and then click **Open**.

5. On the Import file window, click **Upload file**.

6. A message appears when the file has successfully been uploaded.

   Click **Back** to return to the **Payments** view.

A summary of the batch appears in the **Payments** view.

ACH Transactions

The Automated Clearing House (ACH) is an electronic funds transfer system for financial transactions in the United States of America.

The C-Series system supports the following types of ACH transaction:

- Cash Concentration/Disbursement (CCD)

  Cash Concentration/Disbursement is the movement of funds between remote locations and collection accounts, which are used to collect available funds in a single location.

  Transfers are cleared overnight through the ACH system.

  The C-Series Cash Concentration/Disbursement payment type uses the ACH corporate credit or debit (CCD) entry class and provides the means of creating a single payment batch that contains both credits and debits.

- Consumer Collections/Payments (PPD)

  This transaction type is used to credit and debit consumer accounts, and is typically used for collecting preauthorized bill payments. It uses the ACH prearranged payment and deposit (PPD) entry class.

- Corporate Trade Exchange (CTX)

  This transaction type is used by corporations and government agencies to pay trading partners. It combines payment information with a variable-length addendum record that contains information such as invoice numbers, and that allows multiple payments to be made in a single transfer.

  The C-Series system supports CTX transactions only when automatically loaded, and does not provide manual data entry or import options for this transaction type.

Note

If you use an Internet Explorer 8 browser, set it to compatibility mode before working with ACH payments.

To do this:

- On the browser's **Tools** menu, click **Compatibility View**.

Entering ACH Payment Instructions

To create a batch of ACH payment instructions:

1. In the task bar above the work area of the **Payments** view, click **Create**.

2. In the New window, select either:

   ACH - CCD for a Cash Concentration/Disbursement payment type using the corporate credit or debit entry type.

   ACH - PPD for a Consumer Collections/Payments payment type using the prearranged payment and deposit entry type.

3. Click **OK**.

4. (optional) Enter a comment that describes the batch, and select the **Effective Date**.

   The default date is the next business date available for the payment type.

5. Click either:

   - **Create Non-Recurring Payment**, to enter one-off transactions.

   - **Create Payment From Existing Payment**, to base the new batch on existing payment data.

     You can change any of the data that you use as the starting point.

6. Follow the instructions either for creating a non-recurring payment or for creating a payment from an existing payment.

Creating a Non-Recurring Payment

To create a non-recurring payment batch:

1. Select an ACH company.

   ACH companies are configured by C-Series administrators. They associate company information with payment type, originator banking and account information, and user group information.

2. Either:

   - Click **Add** to manually add transaction information.

   - Click **Detail Import** to import transaction information from a file.

     For the **Detail Import** option to work, you must have access to a detail import map and to the file containing the transaction information. Options to work with detail import maps are available in the C-Series (legacy) client web site.

3. If you are manually adding transaction information:

   - For each transaction, enter details, click **Save**, and then click **OK**.

   See the online help for information about ACH payment details.

   If you are importing transaction details from a file:

   i. On the grid, select an import map.

   ii. Browse to the file containing the details, and then click **Import**.

   iii. Click the Refresh icon in the Detail Import status report to display the results of the import, check the status of each imported transaction, and then close the report.

   iv. Make any necessary changes to the details of the imported items, as described in *Changing the Details of an ACH Batch* on next page.

4. When you have finished entering transaction information, click **Back** to return to the batch summary.

5. When you have finished adding instructions to the batch, click **Submit**, and then click **OK** to close the message box.

Creating a Payment From an Existing Payment

To create a payment batch from an existing batch:

1. On the grid, select the existing batch.

    Summary details of the new batch are displayed in the work area.

2. If necessary, change details of the new batch, using the options described in *Changing the Details of an ACH Batch* below.

3. When you have finished preparing the batch, click **Submit**, and then click **OK** to close the message box.

Batches you have saved or submitted appear in the **Payments** view.

Changing the Details of an ACH Batch

To change the details of an ACH batch:

1. If the batch summary is not already open, in the **Payments** view, click **More detail** on the batch you want to change.

2. In the work area of the Payment details view, click the **Details** tab, and then click the link to the full details of the batch.

3. Do any of the following:

    - Click **View Details** to see a summary of the batch or to change the comment associated with the batch.

    - Click a record to change the details of an individual transaction.

    - Click **Save** and then click **OK** in the message box to save the details so that you can work on the batch later.

    - Click **Add** to add a transaction to the batch.

    - Select the check box next to individual transactions and then click **Delete** to delete the selected transactions.

    - Select the check box next to individual transactions and then click **Remove** to remove the transactions from the batch and to add them to a new batch that can be processed separately.

    - Click **Hold All** to set a hold on all the transactions in the batch, preventing them from being processed.

    - Click **Remove All Holds** to release any holds that have been set on transactions, either through the use of the **Hold All** option, or through the **Hold Transfer** setting for individual transactions.

    - Click **Prenote All** to set a prenote on all transactions in order to check the validity of the destination account details before processing the transactions.

- Click **$0 Reset** to reset all the amounts in all the transactions to zero and set the status of transactions to `Prenote Only`.

4. On the batch summary, click **Submit** and then click **OK** in the message box to prepare the batch for approval.

Bacs and Faster Payments Service Transactions

The Bacs organization provides processing services for automated payments in the United Kingdom. Bacs transactions take three working days to clear.

The Faster Payments Service is an automated clearing and settlement system for sterling credit transactions in the United Kingdom. The service clears transactions in near real time.

Entering Bacs or Faster Payments Service Instructions

To manually create a Bacs or Faster Payments Service batch:

1. In the task bar above the work area of the **Payments** view, click **Create**.

2. In the New window, select either `Bacs` or `Faster Payments`, enter a **Description** of the batch, and then select the **Application** to use to process the payments.

3. Click **OK**.

4. Enter details of the first payment, and then click **Save**.

   See the online help for information about the data to enter.

5. Click **Add instruction** to add another instruction to the batch, enter the details, and then click **Save**.

   Repeat this step until you have added all the instructions.

   Each instruction that you enter is added to an incomplete batch.

   Click **Close** in the summary tile to leave the batch in an incomplete state and return to the **Payments** view. If you include the **Incomplete** status in your payments view filter, the incomplete batch appears in the **Payments** view, where you can open it to continue working on it. See

6. In the summary tile, click **Finish**.

If you have appropriate entitlements, you can approve the batch as soon as it is created.

Changing the Payment Date

To change the payment date for a Bacs or Faster Payments Service batch:

1. In the **Payments** or Payment details view, click the date on the batch you want to change.

2. In the Edit Payment Date window, if the payments file contains multiple batches, select the batch you want to change.

3. In the calendar, select the date, and then click **OK**.

> **Notes**
>
> - You cannot set the date for a batch that includes instructions with different payment dates.
>
> - If you display batches in payment date order, changing the payment date may change the batch's position in the work area.

Deleting a Bacs or Faster Payments Service Instruction

To delete an instruction from a Bacs or Faster Payments Service batch:

1. In the **Payments** view, click **More detail** on the batch.

2. On the **Instructions** tab, click the row showing details of the instruction you want to delete.

3. Click **Delete**, and then click **OK** to confirm.

Cheque Payments

The C-Series Cheque Production module provides options to manage cheque payments and to print cheques together with remittance details.

> **Note**
>
> If you use an Internet Explorer 8 browser, set it to compatibility mode before working with cheque batches.
>
> **To do this:**
>
> - On the browser's **Tools** menu, click **Compatibility View**.

Entering Cheque Payment Instructions

To create a batch of cheque payment instructions:

1. In the task bar above the work area of the **Payments** view, click **Create**.

2. In the New window, select either:

   - **Cheques**, to create a batch of general-purpose cheques, with or without remittance information

   - **Cheques - Payroll**, to create a batch of payroll cheques, together with payroll information

3. Click **OK**.

4. Enter or select the following information:

   - **Batch Name**: A name for the payment batch.

   - **Print Date**: The date on which the batch is to be printed. This must be a business day.

   - **Application**: The application to use for processing the batch.

5. If you are creating a batch of general-purpose cheques, select either:

- **Free Form Remittance** to enter remittance information associated with the batch as free-form text or with the use of a template.

- **Invoice Remittance**, when cheques in the batch are in payment of invoices. When you select this option, you can enter remittance information in invoice data fields.

6. Click **Create Non-Recurring Payment**.

7. On the batch summary that opens, click **Add**.

8. Enter details of the payment, click **Save**, and then click **OK** in the message box.

   For information about cheque payment details, see the online help.

9. Repeat steps 7 and 8 for each cheque in the batch. When you have finished, click **Back** to return to the batch summary.

10. When you have finished adding instructions to the batch, click **Submit** and then click **OK** in the message box to prepare the batch for approval and further processing.

Batches that you have saved or submitted appear in the **Payments** view.

Changing the Details of a Cheque Batch

To change the details of a cheque batch:

1. In the **Payments** view, click **More detail** on the batch you want to change.

2. In the work area of the Payment details view, click the **Details** tab, and then click the link to the full details of the batch.

3. Do any of the following:

   - Click **View Details** to change the batch name or print date.

   - Click a record to change the details of an individual cheque.

   - Click **Add** to add a new cheque to the batch.

   - Select the check box next to one or more records and then click **Delete** to delete the records.

   - Select the check box next to one or more records and then click **Remove** to remove the records from the batch and to add each removed record to a new batch that can be processed separately.

     Batches created for removed records have a status of `Entered`.

     The name of the new batch includes the cheque number, if one exists, and the name of the original batch.

4. On the batch summary, click **Save**, and then click **OK** in the message box.

5. When you have finished making changes, click **Submit** and then click **OK** in the message box to prepare the batch for approval and further processing.

Wires Transactions

The C-Series Wires product provides support for the following types of transaction:

- CHAPS

  The Clearing House Automated Payment System (CHAPS) is an electronic bank-to-bank payment service for same-day sterling transfers within the United Kingdom.

- Domestic

  Domestic transactions are in-country, single-currency transactions.

- Fedwire

  Fedwire is a real time gross settlement (RTGS) funds transfer service operated in the United States by the Federal Reserve banks.

- International

  International transactions are cross-border or cross-currency transactions.

- SEPA

  The Single Euro Payments Area (SEPA) is a zone in which all electronic euro payments are considered domestic, and where there is no difference between national and intra-European cross-border payments.

  The C-Series system submits SEPA payments across the SWIFT network.

- Transfer

  Transfers move funds between bank accounts.

Note

If you use an Internet Explorer 8 browser, set it to compatibility mode before working with Wires payments.

To do this:

- On the browser's **Tools** menu, click **Compatibility View**.

Entering Wires Payment Instructions

To enter instructions for a Wires payment type:

1. In the task bar above the work area of the **Payments** view, click **Create**.

2. In the New window, select the payment type, and then click **OK**.

3. Enter details of the payment, click **Save**, and then click **OK** to close the message.

   For information about payment details, see the online help.

   Hint

   To save the information you have entered before completing the instruction, click **Save Incomplete**.

   You can add further details later by viewing the details of the incomplete payment, and then in the table, selecting **Edit** as the action.

   ---

4. Click ✕ to close the input screen and display details of the payment.

Instructions that you have saved (either as complete or incomplete) appear in the **Payments** view.

Changing the Details of a Wires Batch

For information about how to change the details of a Wires payment batch, see *Working With Single-Instruction Batches* on next page.

Working With Incomplete Batches

Incomplete batches are those to which you have added instructions, but have not yet finished. You can add instructions to, and modify or remove existing instructions from an incomplete batch, or delete the batch.

Note

Batches for the following payment types can contain one or more instructions:

- ACH Cash Concentration/Disbursement

- ACH Consumer Collections/Payments

- Bacs

- Faster Payments Service

- Cheques

Other payment types are processed as single-instruction batches.

To list incomplete batches:

- In the sidebar of the **Payments** view, select the **Incomplete** status and clear all other status selections.

All incomplete batches for the selected payment types and applications are listed in the work area.

To delete a batch:

- In the **Payments** view, click **Delete** in the summary tile of the batch you want to delete.

Working With Multi-Instruction Batches

To add instructions to an incomplete batch:

1. In the **Payments** view, click **More detail** on the batch you want to work with.

2. Click **Add instruction** for Bacs and Faster Payments Service payments, or **Add** for other payment types, enter the details of the instruction, and then click **Save**.

   Continue to add instructions in this way until the batch is complete.

3. In the summary tile for Bacs and Faster Payments Service payments, click **Finish**, or on the batch summary for other payment types, click **Submit**.

To modify an existing instruction:

1. In the **Payments** view, click **More detail** on the batch you want to change.

2. Click the row containing details of the instruction.

3. In the form that opens, update the information as required, and then click **Save** (for Bacs and Faster Payments Service instructions) or **Update** (for other payment types).

To delete an instruction from a batch:

1. In the **Payments** view, click **More detail** on the batch you want to work with.

2. Select the row containing details of the instruction, and then click **Delete**.

3. Click **OK** to confirm.

Working With Single-Instruction Batches

To modify the instruction:

1. In the **Payments** view, click **More detail** on the batch you want to change.

2. On the **Instructions** tab of the Payment details view, in the **Action** column, click the arrow next to the action button, and then click **Edit**.

3. Update the information as required, click **Save**, and then click **OK** to close the message.

Chapter 6

Approval

This chapter describes the tasks involved in approving or rejecting a payments batch.

Checking a Batch

Check a payment batch to verify that it contains valid payments and to ensure that it contains no errors.

To view the details of a batch, click the **More details** link in its summary (tile view) or the **View details** link in its row (grid view).

Different payment types present different kinds of information about a batch on a series of tabs shown on the Payment details view.

Errors and Warnings

The **Errors/Warnings** tab shows details of any errors and warnings associated with a Bacs, Faster Payments Service, or Wires batch.

You can use the search options in the column headings to filter the errors and warnings, as described in *Customizing Grids* on page 18.

The presence of an error in a Bacs or Faster Payments Service batch prevents it from being submitted for processing. The presence of warnings does not prevent a batch from being submitted, but can sometimes prevent the associated payment instructions from being processed.

> **Note**
>
> For Bacs and Faster Payments Service batches, the Errors and Warnings report is the only source of warnings that the batch is likely to be a duplicate.

When viewing details of a Bacs or Faster Payments Service batch, you can hide all warnings with a specified code.

To hide a warning:

1. On the **Errors/Warnings** tab, click the code of the warning you want to hide.

2. In the message box that appears, click **OK**.

The codes of warnings you have hidden are shown above the list of errors and warnings. Click a code to redisplay warnings of that type.

Warnings with codes that you hide in this way are not included in the total number of warnings shown in the batch summary.

Preauthorisation Reports and Pre Print Reports

Preauthorisation reports (shown for Bacs and Faster Payments Service batches) and Pre print reports (shown for cheque batches) show consolidated details of the batch. To print such a report, click the Print icon shown at the top of the report.

Changing the Wires Payment Date

It is possible to change the payment date for a batch of Wires payments or for individual transactions within a Wires batch. You must do this, for example, before you can approve transactions whose payment date has expired.

To change the payment date of a Wires batch:

1. In the **Payments** view, click **More detail** on the batch you want to change.

2. Click the **Change date** button below the summary tile.

3. In the calendar, select the new date, and then click **OK**.

To change the payment date of a single transaction in a batch:

1. In the **Payments** view, click **More detail** on the batch you want to change.

2. On the **Instructions** tab of the payment details, in the **Action** column, select **Change date**.

3. In the calendar, select the new date, and then click **OK**.

To change the payment date of several transactions in a batch:

1. In the **Payments** view, click **More detail** on the batch you want to change.

2. On the **Instructions** tab of the payment details, in the **Select** column, select the transactions to change.

3. Click the **Change date** button above the grid.

4. In the calendar, select the new date, and then click **OK**.

Approving Instructions

To approve a batch of payment instructions:

- In the **Payments** or Payment details view, click **Approve** on the batch you want to approve.

If your approval assigns enough votes, the status of the batch changes to `Approved` and the option available on the button changes to **Submit** for Bacs and Faster Payments Service batches and **Unapprove** for other payment types. If the batch needs further approval by another user, its status changes to `Partial Approval`.

> **Note**
>
> Mixed batches, which contain instructions with different status values, cannot be approved from the **Payments** view. To approve such a batch, follow the instructions below for approving individual instructions within a batch.

Batches prepared for payment types other than Bacs or Faster Payments contain individual instructions that you can approve independently.

To approve an individual instruction within a batch:

- On the **Instructions** tab of the Payment details view, in the **Action** column, click **Approve**.

To approve several individual instructions within a batch:

1. On the **Instructions** tab of the Payment details view, in the **Select** column, select the instructions to approve.

   > **Note**
   >
   > Do not select instructions for approval and rejection at the same time.

   The **Approve** button above the grid shows the number of instructions selected that have a status that enables them to be approved.

2. Click the **Approve** button above the grid.

Withdrawing Approval of Payment Batches

It is possible to withdraw approval of a payment batch that has been approved in error (such as if the batch was approved when the payment date needed to be changed). You can then fix the problem with the batch before continuing with normal processing.

> **Note**
>
> You cannot withdraw approval of a cheque batch.

To withdraw approval of a payment batch:

- In the **Payments** or Payment details view, click **Unapprove** on the batch.

  In the grid view, if the **Unapprove** option is not shown, click the down arrow next to the option shown in the **Action** column to display the option.

Rejecting Payment Instructions

To reject a payment batch:

1. In the **Payments** or Payment details view, click **Reject** on the batch.

2. Enter your reason for rejecting the batch, and then click **OK**.

   This reason appears in the audit record for the batch.

The status of the batch changes to `Approver Rejected`.

Once you have rejected a batch, you can then delete it. Deleting a batch does not remove it from the system, but simply changes its status to `Deleted`.

> **Note**
>
> Mixed batches, which contain instructions with different status values, cannot be rejected from the **Payments** view. To reject such a batch, follow the instructions below for rejecting individual instructions within a batch.

Batches prepared for payment types other than Bacs or Faster Payments contain individual instructions that you can reject independently.

To reject an individual instruction within a batch:

1. On the **Instructions** tab of the Payment details view, in the **Action** column, click the arrow next to the **Approve** button, and then click **Reject**.

2. Enter your reason for rejecting the instruction, and then click **OK**.

To reject several individual instructions within a batch:

1. On the **Instructions** tab of the Payment details view, in the **Select** column, select the instructions to reject.

   > **Note**
   > Do not select instructions for rejection and approval at the same time.

   The **Reject** button above the grid shows the number of instructions selected that have a status that enables them to be rejected.

2. Click the **Reject** button above the grid.

3. Enter your reason for rejecting the instructions, and then click **OK**.

Chapter 7

Creating a Bureau Batch

You must convert a payment batch to a bureau batch before you can submit it to the Bacs or Faster Payments service on behalf of another service user.

You can combine multiple batches into a single bureau batch and submit them in a single submission.

To create a bureau batch:

1. In the **Payments** view, select the batch or batches to include in the bureau batch.

   Each batch must have a status of `Approved`, and have a SUN that is associated with the bureau number of the application you use for submission.

2. At the top of the work area, click **Convert to bureau**.

3. Select the application to use for submission and then click **OK**.

Tip

To remove a batch from a bureau batch:

1. View the details of the bureau batch.

2. In the **Payment batches** details, click **Remove** in the entry for the batch.

   By default, the **Remove** option is in the last column on the right.

Chapter 8

Submission and Printing

This chapter describes how to:

- Submit batches to the Bacs and Faster Payments Service

- Print cheques

Submitting Batches to the Bacs or Faster Payments Service

A batch of payment instructions must be fully approved before it can be submitted it to the Bacs or Faster Payments Service.

It is possible to configure the C-Series system to automatically submit batches to the Bacs or Faster Payments Service.

During a manual submission, you must digitally sign a logon challenge to connect to the service, and if the application used for processing requires payment files to be signed, you must also sign the batch. Digital signing uses either a smart card or a hardware security module (HSM).

To use a smart card, you must:

- Have a smart card reader connected to your workstation.

- Have supporting software for the smart card reader installed on your workstation.

- Have an ActiveX control, `Bottomline_eSigner.cab`, installed on your browser.

  If this is not installed, the C-Series system prompts you to install it the first time you initiate a smart card submission from your workstation.

- Have a smart card, issued by your sponsoring bank, inserted into the reader.

- Know which certificate to use for signing, if more than one certificate is associated with your smart card software.

- Have a PIN code associated with your smart card, and issued by your sponsoring bank.

Note

For users with suitable entitlements, the **Administration** view includes an option to check whether your computer and browser meet the requirements for smart card submissions. See the online help for information about how to use this option.

If you do not have access to the **Administration** view, or if you need help with configuring your workstation for smart card submissions, see your system administrator.

To use an HSM, you need to know:

- Which certificate to use for signing, if more than one certificate is associated with your HSM.

- The PIN code associated with the HSM.

To submit a payment batch to the Bacs or Faster Payments Service:

1. On the **Payments** view, display Bacs payments that have been approved.

2. On the batch you want to submit, click **Submit**.

> **Tip**
>
> The **Submit** option is also available on the Payment details view of approved batches.

The Preauthorisation report opens. Optionally, click **Print** to print the report.

To view any instruction warnings associated with the batch, click the **details** link in the sidebar.

3. At the top of the sidebar, check that the submission mode is appropriate to the batch.

If the submission mode is `Full Test` or `Structural Test`, no payments are made. If the submission mode is `Live`, the payments are made.

If the submission mode is not appropriate, in the sidebar click **Cancel submission**.

4. Click **Continue**.

The C-Series system prepares the data for submission.

5. Review the data and any pre-submission warnings associated with the batch, and then click **Sign**.

To review the payment data, click **View data** under the **Review data** table.

6. If required, sign the submission data:

    i. If a certificate selector window opens, select the certificate, and then click **OK**.

    ii. Enter your PIN and then click **OK** or **Sign**.

        If you are using an HSM, you are prompted to enter your PIN twice.

7. Sign the logon challenge to authenticate yourself to the service.

The signing process is the same as described in the previous step.

8. When the submission report opens, optionally, click **Print** to print it, and then click **Finish**.

> **Note**
>
> Do not close the **Payments** view or the C-Series application instead of clicking **Finish**.

Printing Cheques

C-Series applications can be configured to print cheques in either of two ways:

- Server-side printing

  On completion of the approval process, cheques are processed and then automatically printed on a printer associated with the C-Series server.

- Browser-based printing

  On completion of the approval process, the batch is released to a print engine, which prepares the cheques for printing. When the preparation process is complete, the batch status changes to `Processed`, which indicates that you can initiate printing on a local printer that has been registered with the C-Series system.

Printing a Cheque Batch

To print a batch of cheques:

1. In the sidebar of the **Cheque Services** tab, click the right arrow next to **Check services** to expand the section.

2. Click **Print**.

3. Optionally, in the filter, specify the criteria to identify the batch you want to print.

   See the online help for information about how to define filter criteria.

4. Click **Enter** on the filter page to display a list of cheque batches that are ready for printing.

5. In the list of batches, select the batches you want to print, and then click **Print**.

   > **Notes**
   >
   > - The first time you initiate browser-based printing from a computer, the system prompts you to install two ActiveX controls. Click **Install** to install the controls.
   >
   > - If the cheque application is configured to split batches that contain more than a specified number of cheques, the list of batches available for printing shows a separate entry for each part of a split batch. The **Part** column shows the part number and the total number of parts in the batch. For example, `1/2` indicates the first of two parts.
   >
   >   You can print each part of a split batch separately, and so avoid overloading your printer.

6. When the printable file has been downloaded, select the printer to use, and then click **OK**.

   If you have access to more than one printer configured for use with the C-Series system, you can print each part of a split batch on a different printer.

When any part of a batch has been printed, the status of the batch is `Released to Printer`. If your cheque application is configured to split large batches, make sure that every part of the batch is printed.

To identify which cheques have been printed in a split batch:

1. In the **Payments** view, click **View details** or **More details** on the batch.

2. On the **Instructions** tab, look at the **Status** column.

   Cheques that have not been printed have a status of `Processed`.

   Cheques that have been printed have a status of `Released to Printer`.

Reprinting a Cheque Batch

It is possible to reprint batches of cheques processed by an application configured for secure, browser-based printing. This might be necessary, for example, if the printer ran out of toner or if the wrong paper was used during the initial print run.

Cheque batches are available for reprinting for a limited amount of time, as defined when your C-Series system is configured. If you need to reprint a batch after this time, it may be necessary to import and approve the batch again.

Tip

Use the **Request reprints** option to reprint cheques processed by an application configured for server-side printing.

For more information, see *Reprinting Individual Cheques* below.

To reprint a batch of cheques:

1. In the sidebar of the **Cheque Services** tab, click the right arrow next to **Check services** to expand the section.

2. Click **Reprint**.

3. Optionally, in the filter, specify the criteria to identify the batch you want to reprint.

   See the online help for information about how to define filter criteria.

4. Click **Enter**.

5. In the list of batches, select the batch you want to reprint, and then click **Reprint**.

   If the batch has been split into several parts, the list of batches shows an entry for each part. The **Part** column shows the part number and the total number of parts in the batch. For example, an entry of `1/2` indicates the first of two parts.

   You can reprint each part of a split batch separately, and so avoid overloading your printer.

6. From the list of printers that have been approved as secure printers, select the printer to use, and then click **OK**.

Reprinting Individual Cheques

To reprint individual cheques within a batch:

1. In the sidebar of the **Cheque Services** tab, click the right arrow next to **Check services** to expand the section.

2. Click **Request reprints**.

3. In the filter, specify the criteria to identify the cheque you want to print, and then click **Enter**.

4. Select the check box next to each cheque you want to reprint, and then click **Request Reprint**.

5. Enter a reason for requesting the reprint, and then click **OK**.

   The cheques become available for printing as a batch.

6. Click **OK** to close the message.

7. Follow the instructions in *Printing a Cheque Batch* on page 37 to print the batch.

   The batch is listed with a **Print Type** of Reprint.

Chapter 9

Reports

This chapter describes how to access reports that are available through the C-Series system.

Access to reports is subject to the entitlements that have been configured on your system.

Preconfigured Reports

The following table describes the reports (other than those that are collected from the Bacs or Faster Payments Service) that are available if your C-Series system is licensed for the associated products.

The reports listed on the **Reporting** tab are determined by your C-Series licence and by your entitlements.

Report	Description
ACH Reports	
ACH Company	Companies created for use with ACH payment types.
ACH Company Information	Information maintained by banks about companies and the payment types to which they are entitled.
Archived Payment Detail	Payment Detail report information, compiled from archived data.
Archived Payment Detail Export	Report of raw payment data used for extracting and uploading to back-office systems, compiled from archived data.
Archived Payment Summary Totals	Payment Summary Totals report, compiled from archived data.
Bacs Batch Status	Status of Bacs and Faster Payments Service batches.
Bacs Submission History	Information about batches submitted to the Bacs or Faster Payments Service.
File Import Status	Status of a National Automated Clearing House Association (NACHA) file import used to create a payment batch.
Payment Audit Trail	Audit information about payment batches and transactions.
Payment Detail	Detailed report of all payments, with each payment batch shown on a separate page.

Report	Description
Payment Detail Export	Raw payment data used for extracting and uploading to back-office systems.
Payment Detail Import Status	Status of data imported into a payment batch.
Payment Summary Totals	Summary of all payment batches, with the ability to drill down to the payment details.
Template Audit Trail	Audit information about templates and transactions.
Template Detail	Details of templates, with each template shown on a separate page.
Template Detail Export	Raw data used in a template for extracting and uploading to back-office systems.
Template Detail Import Status	Status of payment data imported into a template batch.
Template Summary Totals	Summary of templates, with the ability to drill down to details.
Cheque Reports	
Application Summary	Counts and totals of payments by application and by batch.
Application Summary - Archive	Application Summary report, compiled from archived data. This report is available only as a filter report.
Cheque Inquiry	Summary of a cheque payment, with the ability to drill down to details of the cheque or to audit details.
Cheque Inquiry - Archive	Cheque inquiry report, compiled from archived data. This report is available only as a filter report.
Cheque Register	Summary of a cheque payment, with the ability to drill down to details of the cheque or to audit details.
Cheque Register - Archive	Cheque Register report, compiled from archived data. This report is available only as a filter report.
File Load Summary	Details of cheque data loaded from a file, together with details of the file loading operation.
File Load Summary - Archive	File Load Summary report, compiled from archived data. This report is available only as a filter report.
Printer Summary	Summary of payments, grouped by printer, print status, type, and print job.

Report	Description
Print Job Details	Summary of print jobs, with the ability to drill down to details of individual items within the print job.
Secure Print Audit Log	Audit information about printing activities initiated by users of the client application.
GIR	
Archive Account Statement	Archived balance and transaction information in a single report.
Archive Balance History	Archived balance and summary information.
Archive Transaction Detail	Archived details of all bank-reported transactions.
Archive Transaction Summary	Archived summary details of bank-reported transactions.
Balance and Transaction Account Scorecard	The last time a statement or intra-day transaction was posted.
Balance Columnar	Balance and summary information in a format that can be downloaded to a Microsoft Excel spreadsheet.
Cash Position	Current ledger and available balances. Available balances are calculated by aggregating current day transaction activity with opening ledger and available balances.
Current Day Availability	All current balances and intra-day activity.
Current Day Controlled Disbursements	All intra-day, bank-reported controlled disbursement transactions.
Current Day Transaction Detail	Details of all bank-reported transactions from the current day.
Current Day Transaction Summary	One-line summary details of all bank-reported transactions.
Prior Day Account Statement	All prior-day balance and transaction information in a single report.
Prior Day Balance History	Standard balance and summary information from the prior day, including opening and closing balances, total debits, total credits, and one-day float.

Report	Description
Prior Day Transaction Detail	Details of all bank-reported transactions from the prior day.
Prior Day Transaction Summary	One-line summary details of all bank-reported transactions from the prior day.
Transaction Columnar	Transaction information that can be downloaded to a Microsoft Excel spreadsheet.
Wires Reports	
Archived Payment Summary	One-line summary of payments, with the ability to drill down to detail, compiled from archived data.
Exchange Rates	Summary of exchange rates stored in the C-Series database.
File Import Summary	Summary of file import activity, with the ability to drill down to the detail of each import.
Future-Dated Payments	Summary of future-dated payments, with the ability to drill down to detail.
Payment Audit Trail	Audit information about payments.
Payment Data Export	Payment data presented in columns, with one page for each payment, in a format that can be exported for use in a third-party application.
Payment Detail	Details of payments, with one page for each payment.
Payments Pending Approval	Summary of payments pending approval, with the ability to drill down to details of individual payments.
Payment Summary	One-line summary of payments, with the ability to drill down to detail.
Repetitive Load Summary	Summary of repetitive load activity, with the ability to drill down to detail.
Template Detail	Details of templates, with one page for each template.
Template Summary	One-line summary of templates, with the ability to drill down to detail.

Some reports listed in the above table are available in either standard or filtered form, as described in the following table.

Report Type	Description
Standard	A predefined report generated from all the information recorded about the subject of the report.
Filtered	A report containing information that matches filters and sort criteria that you specify. See *Generating Filtered Preconfigured Reports* on next page.

Viewing Standard Preconfigured Reports

To view a standard report:

1. In the sidebar of the **Reporting** tab, click the right arrow next to the section containing the report you want to see, to expand the section.

2. In the list of **Standard** reports, click the one you want to see.

    The report opens in the work area.

    Click to print the report, or to export it to a file.

Generating Filtered Preconfigured Reports

To generate a report according to your own filters and sort criteria:

1. In the sidebar of the **Reporting** tab, expand the section for the type of report you want to generate.

2. In the list of **Filtered** reports, click the one you want to see.

3. In the work area, define your filter criteria.

    See the online help for information about defining filter criteria.

4. (optional) For data fields that are enabled for sorting, select whether records are to be listed in `Ascending` or `Descending` order, or select `None` for no sorting of the data.

    (optional) Enter a number in the **Sort order** field to specify the order in which these data fields appear in the report.

5. Click **Enter**.

    The report opens in the work area.

    Click to print the report, or to export it to a file.

Working With Report Profiles

Report profiles provide a means of saving the settings for customized reports that are run on a regular basis. Once a report profile has been created, you can run the report at any time.

You can share report profiles with other users in your user group who are entitled to the data to which the report refers.

To list report profiles to which you have access:

- At the top right of the C-Series window, click **My Settings**, and then click **Report Profiles**.

Buttons at the top of the work area enable you to **Modify**, **Delete**, or **Run** the selected report profile and to **Create** a new profile.

Creating a Report Profile

To create a report profile:

1. At the top right of the C-Series window, click **My Settings**, and then click **Report Profiles**.

2. Click **Create**, select the report for which you want to create a profile, and then click **OK**.

3. In the **Profile ID** field, enter a name, and enter a **Description** for the profile.

4. Select **Shared** if you want to share the profile with other users who are entitled to access the report.

5. Define the filter criteria for the report.

   See the online help for information about how to define filter criteria.

6. (optional) For data fields that are enabled for sorting, specify whether records are to be listed in `Ascending` or `Descending` order, or select `None` for no sorting of the data.

   (optional) Enter a number in the **Sort order** to specify the order in which these data fields appear in the report.

7. Click **Add**, then in the message box, click **OK**.

Bacs and Faster Payments Service Reports

For every submission to the Bacs or Faster Payments Service, the service returns a submission summary report. This report is displayed in the work area after an interactive submission, and is available for printing. For more information about submission reports, see *Bacs and Faster Payments Service Submission Reports* on next page.

In addition to submission reports, which the service automatically returns, a number of other reports are available for collection from the Bacs or Faster Payments Service. The following table describes the most commonly-used of these reports.

Report	Description
Bacs reports	
ADDACS	Automated Direct Debit Amendment and Cancellation Service
	Provides details of any direct debits that have been cancelled or changed.
Arrival	Generated when a service user submits more than one identical payment files for the same processing day.
ARUCS	Automated Return of Unapplied Credits Service
	Provides details of any failed payment instructions that have failed and been returned by the receiving bank.
ARUDD	Automated Return of Unpaid Direct Debits
	Provides details of any direct debits that the paying bank has returned unpaid.

Report	Description
AUDDIS	Automated Direct Debit Instruction Service Provides details of direct debit instructions.
AWACS	Advice of Wrong Account for Automated Credits Service Advises of changes to the payee details for any credit instructions.
DDICA	Direct Debit Indemnity Claims Advice Provides details of any claims made under the Direct Debit guarantee against direct debit collections initiated by a Direct Debit Service user. Informs of any previously notified advices that have been cancelled prior to settlement.
Input	Confirms that a file has been processed, and highlights any payment instructions that the Bacs service has amended, rejected, or returned. This report is normally available about four hours after submission of a payment batch.
Test	Generic test report.
Test Advice	A test report that shows dummy messaging events not associated with the transfer of value.
Test Input	A test report that shows dummy processing events associated with the transfer of value.
Withdrawal	Provides details of any submissions that have been cancelled.
Faster Payments Service reports	
DCA Input	Provides details of all items processed.
Generic Input	

You can view, print, or save the Bacs reports and save the Faster Payments Service reports associated with applications to which you have access.

Bacs and Faster Payments Service Submission Reports

For every submission to the Bacs or Faster Payments Service, the service returns a submission summary report. This report is displayed in the work area after an interactive submission, and is available for printing.

Tip

When printing the submission summary report, better results are sometimes achieved when you select Landscape orientation.

The C-Series system stores the data from submission reports that are returned from the Bacs or Faster Payments Service. You can view the data from these reports at any time following the submission.

To access submission reports:

1. Click the **Reporting** tab.

2. In the sidebar of the **Reporting** view, click the right arrow next to **Bacs reports**, and then click the right arrow next to **View submission reports** to expand the section.

3. Select the period to which the reports apply.

   Reports for the selected period appear in the work area.

4. In the list of reports, click **View**.

> **Tip**
>
> Information about submissions is also available in the Bacs Submission History report, available in the **ACH reports** section of the **Reporting** tab.

Collecting Bacs and Faster Payments Service Reports

You must collect reports from the Bacs or Faster Payments Service before you can view, print or save them.

To collect reports, you must connect to the service, just as for submitting files to the service. This involves digitally signing a logon challenge using either a smart card or a hardware security module (HSM).

To use a smart card, you must:

- Have a smart card reader connected to your workstation.

- Have supporting software for the smart card reader installed on your workstation.

- Have a smart card, issued by your sponsoring bank, inserted into the reader.

- Know which certificate to use for signing, if more than one certificate is associated with your smartcard software.

- Have a PIN code associated with your smart card, and issued by your sponsoring bank.

To use an HSM, you need to know:

- Which certificate to use for signing, if more than one certificate is associated with your HSM.

- The PIN code associated with the HSM.

To collect reports:

1. Click the **Reporting** tab.

2. In the sidebar of the **Reporting** view, click the right arrow next to **Bacs reports** to expand the section.

3. In the sidebar, click the right arrow next to **Collect Bacs reports** or **Collect FPS reports** to expand the section.

4. In the sidebar, select details of the report or reports you want to collect.

Field	Description
Applications	The application associated with the reports.
Service User Number used for authentication	The SUN to use for authentication to the service.
Report type	The type of report to download. For a description of available report types, see *Bacs and Faster Payments Service Reports* on page 45.
	Select All to collect all available report types for the service.
Service User Number	The SUN associated with the reports.
Days since	The number of days up to the present day for which to collect reports.
	If you set this to greater than one, the C-Series system collects all reports up to the specified age.
	For Bacs reports, the maximum value is 31, because the Bacs service deletes reports after 31 days.
	For Faster Payments Service reports, the maximum value is 4, because the Faster Payments Service deletes reports after four days.
	To collect reports relating to a specific day, select Processing date (Bacs) or Generation date (Faster Payments) from the top of the drop-down list, click in the **Processing date** or **Generation date** field that appears, and then select a date from the calendar that opens.
Previously not accessed (FPS reports)	Select this to collect reports that have not previously been collected.
Previously accessed	Select this to collect reports that have previously been collected.
Generic test reports	Select this to include generic test reports.

5. Click **Get report list**.

6. If prompted, select the digital certificate to use.

7. Enter your PIN code and then click **OK**.

   A list of reports that match your specified criteria appears in the work area.

8. Select the reports you want to collect, and then click **Get reports** (Bacs) or **Collect** (Faster

Payments).

You can collect Bacs reports in XML or XHTML format, or both, and Faster Payments Service reports in zipped CSV or zipped XML format, or both. Select the check box in the appropriate column or columns to specify the format in which to collect the reports.

XML is a data interchange format, appropriate for importing reports into back-end office systems.

XHTML is appropriate for displaying reports in a browser or for printing from the browser window.

The choice of format for Faster Payments Service reports depents on the back-end system used at your site for rendering these reports.

9. Click **Finish**.

Viewing Bacs Reports

You must collect reports from the Bacs service before you can view or download them.

To view or download a Bacs report:

1. Click the **Reporting** tab.

2. In the sidebar of the **Reporting** view, click the right arrow next to Bacs reports, and then click the right arrow next to **View Bacs reports**.

3. In the sidebar, click the period for which you want to view reports.

4. In the workspace, click either **View report** or **Download report** in the row for the report you want to see.

   The **View report** option is available only for reports that have been collected in XHTML format.

5. If you select **Download report**, in the File Download window, select **Save**, and then specify where to save the file.

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